



Remote Monitoring

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Remote Monitoring Overview

Each Cisco Unified IP Phone has a web page from which you can view information about the phone, that includes:

- Device information
- Network setup information
- Network statistics
- Device logs
- Streaming statistics

This chapter describes the information that you can obtain from the phone web page. You can use this information to remotely monitor the operation of a phone and to assist with troubleshooting.

For more information about troubleshooting the Cisco Unified IP Phone, see [Troubleshooting and Maintenance](#).

Cisco Unified IP Phone Web Pages

The web page for a Cisco Unified IP Phone includes these topics:

- **Device Information:** Displays device settings and related information for the phone.
- **Network Setup:** Displays network configuration information and information about other phone settings.

- **Network Statistics:** Displays information about network traffic using hyperlinks to the following windows:
 - **Ethernet Information:** Displays information about Ethernet traffic.
 - **Network (Port):** Displays information about network traffic to and from the network port on the phone.
- **Device Logs:** Displays information about troubleshooting using hyperlinks to the following windows:
 - **Console Logs:** Displays hyperlinks to individual log files.
 - **Core Dumps:** Displays hyperlinks to individual core dump files.
 - **Status Messages:** Displays up to 30 of the most recent status messages that the phone generated since it last powered up.
- **Streaming Statistics:** Displays information about stream statistics using hyperlinks to the following window:
 - **Stream:** Displays a variety of streaming statistics.

Related Topics

[Device Information Area](#), on page 3

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[Streaming Statistics Area](#), on page 17

Access Web Page for Phone

To access the web page for a Cisco Unified IP Phone, perform these steps.



Note If you cannot access the web page, it may be disabled. For more information, see the [Disable and Enable Web Page Access](#), on page 3.

Procedure

- Step 1** Obtain the IP address of the Cisco Unified IP Phone using one of these methods:
- Search for the phone in Cisco Unified Communications Manager by choosing **Device > Phone**. Phones registered with Cisco Unified Communications Manager display the IP address on the Find and List Phones window and at the top of the Phone Configuration window.
 - On the Cisco Unified IP Phone, press the *****, **#**, and **0** buttons simultaneously, enter the password, and then follow the voice prompts to review the network setting.
- Step 2** Open a web browser and enter the following URL, where *IP_address* is the IP address of the Cisco Unified IP Phone:

http://IP_address

Disable and Enable Web Page Access

For security purposes, you may choose to prevent access to the phone web pages. If you prevent access, the web pages described in this chapter and the Cisco Unified CM User Options web pages cannot display.

To disable access to the web pages for a phone, perform these steps from Cisco Unified Communications Manager.

Procedure

- Step 1** Choose **Device > Phone**.
- Step 2** Specify the criteria to find the phone and click **Find**, or click **Find** to display a list of all phones.
- Step 3** Click the device name to open the Phone Configuration window for the device.
- Step 4** Scroll down to the Product Specific Configuration section.
- Step 5** To disable access, from the Web Access drop-down list, choose Disabled.
- Step 6** To enable access, from the Web Access drop-down list, choose Enabled.
- Step 7** Click **Save**.
- Step 8** Click **Apply Config**.

Device Information Area

The Device Information area on a phone web page displays device settings and related information. The following table describes these items.

To display the Device Information area, access the web page for the phone as described in the [Access Web Page for Phone, on page 2](#), and then click the **Device Information** hyperlink.

Table 1: Device Information Area Items

Item	Description
MAC Address	Media Access Control (MAC) address of the phone
Host Name	Unique, fixed name that is automatically assigned to the phone based on the MAC address
Phone DN	Directory number assigned to the phone
App Load ID	Identifier of the firmware running on the phone
Boot Load ID	Identifier of the factory-installed load running on the phone

Item	Description
Hardware Revision	Revision value of the phone hardware
Serial Number	Unique serial number of the phone
Model Number	Model number of the phone
Message Waiting	Indicates if there is a voice message waiting on the primary line for this phone
UDI	Displays the following Cisco Unique Device Identifier (UDI) information about the phone: <ul style="list-style-type: none"> • Device Type: Indicates hardware type. For example, phone displays for all phone models • Device Description: Displays the name of the phone associated with the indicated model type • Product Identifier: Specifies the phone model • Version Identifier: Represents the hardware version of the phone • Serial Number: Displays the unique serial number of the phone
Time	Time obtained from the Date/Time Group in Cisco Unified Communications Manager to which the phone belongs
Time Zone	Time zone obtained from the Date/Time Group in Cisco Unified Communications Manager to which the phone belongs
Date	Date obtained from the Date/Time Group in Cisco Unified Communications Manager to which the phone belongs

Network Setup Area

The Network Setup on a phone web page displays network setup information and information about other phone settings. The following table describes these items.

You can view and set many of these items from the Network Setup Menu and the Phone Information Menu on the Cisco Unified IP Phone. For more information, see [Cisco Unified IP Phone Settings](#).

To display the Network Setup area, access the web page for the phone as described in the [Access Web Page for Phone, on page 2](#), and click the **Network Configuration** hyperlink.

Table 2: Network Configuration Area Items

Item	Description
DHCP Server	IP address of the Dynamic Host Configuration Protocol (DHCP) server that assigns the phone IP address.
MAC Address	Media Access Control (MAC) address of the phone.
Host Name	Host name that the DHCP server assigned to the phone.
Domain Name	Name of the Domain Name System (DNS) domain in which the phone resides.
IP Address	Internet Protocol (IP) address of the phone.
Subnet Mask	Subnet mask used by the phone.
TFTP Server 1	Primary Trivial File Transfer Protocol (TFTP) server used by the phone.
TFTP Server 2	Backup Trivial File Transfer Protocol (TFTP) server used by the phone.
Default Router 1	Default router used by the phone.
DNS Server 1 through 5	Primary DNS server (DNS Server 1) and optional backup DNS servers (DNS Server 2 - 5) used by the phone.
Operational VLAN ID	Auxiliary Virtual Local Area Network (VLAN) configured on a Cisco Catalyst switch in which the phone is a member.
Admin. VLAN ID	Auxiliary VLAN in which the phone is a member.

Item	Description
CallManager 1–5	<p>Host names or IP addresses, in prioritized order, of the Cisco Unified Communications Manager servers with which the phone can register.</p> <p>For an available server, an item shows the Cisco Unified Communications Manager server IP address and one of the following states:</p> <ul style="list-style-type: none"> • Active: Cisco Unified Communications Manager server from which the phone is currently receiving call processing services. • Standby: Cisco Unified Communications Manager server to which the phone switches if the current server becomes unavailable. • Blank: No current connection to the Cisco Unified Communications Manager server. <p>An item may also include the Survivable Remote Site Telephony (SRST) designation, which identifies an SRST router capable of providing Cisco Unified Communications Manager functionality with a limited feature set. This router assumes control of call processing if all other Cisco Unified Communications Manager servers become unreachable. The SRST Cisco Unified Communications Manager always appears last in the list of servers, even if it is active. You configure the SRST router address in the Device Pool section in Cisco Unified Communications Manager Configuration window.</p>
DHCP Enabled	Indicates whether the phone uses DHCP.
DHCP Address Released	Indicates the setting of the DHCP Address Released option on the phone Network Configuration menu.
Alternate TFTP	Indicates whether the phone uses an alternative TFTP server.
Automatic Port Synchronization (Cisco Unified IP Phone 6911 only)	Indicates if the automatic port synchronization is enabled or disabled. When automatic port synchronization is enabled, Cisco recommends that you configure both ports to autonegotiate. If one port is enabled for autonegotiate and the other is at a fixed speed, the phone synchronizes to the fixed port speed.
SW Port Remote Configuration	Indicates if the software port configuration of the speed and duplex mode for the SW port is enabled or disabled.

Item	Description
PC Port Remote Configuration (Cisco Unified IP Phone 6911 only)	Indicates if the remote port configuration of the speed and duplex mode for the PC port is enabled or disabled.
SW Port Setup	Speed and duplex of the switch port, where: <ul style="list-style-type: none"> • A: Auto Negotiate • 10H: 10-BaseT/half duplex • 10F: 10-BaseT/full duplex • 100H: 100-BaseT/half duplex • 100F: 100-BaseT/full duplex • No Link: No connection to the switch port
PC Port Setup (Cisco Unified IP Phone 6911 only)	Speed and duplex of the switch port, where: <ul style="list-style-type: none"> • A: Auto Negotiate • 10H: 10-BaseT/half duplex • 10F: 10-BaseT/full duplex • 100H: 100-BaseT/half duplex • 100F: 100-BaseT/full duplex • No Link: No connection to the PC port
User Locale	User locale associated with the phone user. Identifies a set of detailed information to support users, including language, font, date and time formatting, and alphanumeric keyboard text information.
Network Locale	Network locale associated with the phone user. Identifies a set of detailed information to support the phone in a specific location, including definitions of the tones and cadences used by the phone.
User Locale Version	Version of the user locale loaded on the phone.
Network Locale Version	Version of the network locale loaded on the phone.
PC Port Disabled (Cisco Unified IP Phone 6911 only)	Indicates whether the PC port on the phone is enabled or disabled.
Speaker Enabled (Cisco Unified IP Phone 6911 only)	Indicates whether the speakerphone is enabled on the phone.
GARP Enabled	Indicates whether the phone learns MAC addresses from Gratuitous ARP (GARP) responses.
Video Capability Enabled (Cisco Unified IP Phone 6911 only)	Indicates whether the phone can participate in video calls when connected to an appropriately equipped PC.

Item	Description
Voice VLAN Enabled	Indicates whether the phone allows a device attached to the PC port to access the Voice VLAN.
DSCP for Call Control	Digital Signal Control Processing (DSCP) classification for call control signaling.
DSCP for Configuration	DSCP classification for any phone configuration transfer.
DSCP for Services	DSCP classification for phone-based services.
Security Mode	Displays the security mode for the phone.
Web Access Enabled	Indicates whether web access is enabled or disabled for the phone.
Span to PC Port (Cisco Unified IP Phone 6911 only)	Indicates whether the phone will forward packets transmitted and received on the network port to the access port.
CDP: PC Port (Cisco Unified IP Phone 6911 only)	<p>Indicates whether CDP is supported on the PC port (default is enabled).</p> <p>Enable CDP on the PC port when Cisco VT Advantage/Unified Video Advantage (CVTA) is connected to the PC port. CVTA does not work without CDP interaction with the phone.</p> <p>When CDP is disabled in Cisco Unified Communications Manager, a warning displays to indicate that disabling CDP on the PC port prevents CVTA from working.</p> <p>The current PC and switch port CDP values display on the Settings menu.</p>
CDP: SW Port	<p>Indicates whether CDP is supported on the switch port (default is enabled).</p> <p>Enable CDP on the switch port for VLAN assignment for the phone, power negotiation, QoS management, and 802.1x security.</p> <p>Enable CDP on the switch port when the phone is connected to a Cisco switch.</p> <p>When CDP is disabled in Cisco Unified Communications Manager, a warning displays to indicate that CDP should be disabled on the switch port only if the phone is connected to a non-Cisco switch.</p> <p>The current PC and switch port CDP values are shown on the Settings menu.</p>

Item	Description
SSH Access Enabled	Indicates whether the phone accepts or blocks the SSH connections.
EnergyWise Level	Indicates the EnergyWise Level.
EnergyWise Domain	The EnergyWise domain that the phone is in.
Federal Information Processing Standard (FIPS) Mode Enabled	Indicates whether FIPS mode is enabled.
IP Addressing Mode	Displays the IP addressing mode that is available on the phone.
IP Preference Mode Control	Indicates the IP address version that the phone uses during signaling with Cisco Unified Communications Manager when both IPv4 and IPv6 are both available on the phone.
IPv6 Auto Configuration	Displays whether the autoconfiguration is enabled or disabled on the phone.
IPv6 CAPF Server	Common Name (from the Cisco Unified Communications Manager Certificate) of the CAPF used by the phone.
DHCPv6	Dynamic Host Configuration Protocol version 6 (DHCPv6) automatically assigns IPv6 address to devices when you connect them to the network. Cisco Unified IP Phones enable DHCP by default.
IPv6 Default Router 1	Default router used by the phone (Default Router 1).
IPv6 Address	The 128 bit IPv6 address of the phone.
IPv6 Prefix Length	Subnet prefix length that is used by the phone. The subnet prefix length is a decimal value from 1-128, that specifies the portion of the IPv6 address that comprises the subnet.
IPv6 TFTP Server	Indicates whether the phone is using the IPv6 Alternate TFTP server.

Network Statistics Area

The Network Statistics area on a phone web page provides information about network traffic on the phone. To display a network statistics area, access the web page for the phone as described in the [Access Web Page for Phone, on page 2](#).

- Ethernet Information: Displays information about Ethernet traffic.

- Network Information (Cisco Unified IP Phone 6901): Displays information about network traffic to and from the network port (10/100 SW) on the phone.
- Network and Access Information (Cisco Unified IP Phone 6911): Displays information about network traffic to and from the network port (10/100 SW) on the phone.

The following sections describe the Ethernet Information and the Network Information areas.

Ethernet Information Area

The following table describes the fields in the Ethernet Information area.

Table 3: Ethernet Information Items

Item	Description
Tx Frames	Total number of packets transmitted by the phone
Tx broadcast	Total number of broadcast packets transmitted by the phone
Tx multicast	Total number of multicast packets transmitted by the phone
Tx unicast	Total number of unicast packets transmitted by the phone
Rx Frames	Total number of packets received by the phone
Rx broadcast	Total number of broadcast packets received by the phone
Rx multicast	Total number of multicast packets received by the phone
Rx unicast	Total number of unicast packets received by the phone
RxPacketNoDes	Total number of shed packets caused by no Direct Memory Access (DMA) descriptor

Network Information Area

The following table describes the fields in the Network Information area.

Table 4: Network Items on the Cisco Unified IP Phone 6901

Item	Description
Tx Frames	Total number of packets transmitted by the phone
Tx broadcast	Total number of broadcast packets transmitted by the phone

Item	Description
Tx unicast	Total number of unicast packets transmitted by the phone
Rx Frames	Total number of packets received by the phone
Rx broadcast	Total number of broadcast packets received by the phone
Rx unicast	Total number of unicast packets received by the phone
Neighbor Device ID	Identifier of a device connected to this port discovered by CDP protocol or Link Layer Discovery Protocol (LLDP)
Neighbor IP Address	IP address of the neighbor device discovered by CDP protocol
Neighbor Port	Neighbor device port to which the phone is connected discovered by CDP protocol
LLDP AgeoutsTotal	Total number of LLDP frames that have been time out in cache
LLDP FramesDiscardedTotal	Total number of LLDP frames that are discarded when any of the mandatory TLVs is missing or out of order or contains out of range string length
LLDP FramesInErrorsTotal	Total number of LLDP frames that received with one or more detectable errors
LLDP FramesInTotal	Total number of LLDP frames received on the phone
LLDP TLVDiscardedTotal	Total number of LLDP Threshold Limit Values (TLV) that are discarded
LLDP TLVUnrecognizedTotal	Total number of LLDP TLVs that are not recognized on the phone
Restart Cause	Reason for the last restart
Port	Speed and duplex information
IPv4	IPv4 Address

Device Logs Area

The Device Logs area on a phone web page provides information you can use to monitor and troubleshoot the phone. To access a Device Log area, access the web page for the phone as described in the [Access Web Page for Phone, on page 2](#).

- **Console Logs:** Displays hyperlinks to individual log files. The console log files include debug and error messages received on the phone.
- **Core Dumps:** Displays hyperlinks to individual dump files. The core dump files include data from a phone crash.
- **Status Messages:** Displays up to the 80 most recent status messages that the phone has generated since it was last powered up. You can also see this information from the Status Messages screen on the Web page of the phone. [Status Messages Area, on page 12](#) describes the status messages that may be displayed.

The following sections describe the Status Messages Area.

Status Messages Area

The Status Messages web page displays up to 80 of the most recent status messages that the phone has generated since it was last powered up. You can access the Status Messages web page even if the phone is not running. The following table describes the status messages. This table also includes possible explanations and actions to troubleshoot errors.

Table 5: Status Messages on the Cisco Unified IP Phone 6900 Series

Message	Description	Possible Explanation and Action
CFG file not found	The name-based and default configuration file was not found on the TFTP Server.	<p>The Cisco Unified Communications Manager creates the configuration file for the phone when the phone is added to the database. If the phone has not been added to the Cisco Unified Communications Manager database, the TFTP server generates a CFG File Not Found response.</p> <p>Phone is not registered with Cisco Unified Communications Manager. You must manually add the phone to Cisco Unified Communications Manager if you are not allowing phones to autoregister. For more information, see the Cisco Unified Communications Manager Phone Addition Methods.</p> <p>If you are using DHCP, verify that the DHCP server is pointing to the correct TFTP server.</p> <p>If you are using static IP addresses, check the TFTP server configuration.</p>
CFG TFTP Size Error	The configuration file is too large for the file system on the phone.	Power cycle the phone.

Message	Description	Possible Explanation and Action
Checksum Error	Downloaded software file is corrupted.	Obtain a new copy of the phone firmware and place it in the TFTPPath directory. You should only copy files into this directory when the TFTP server software is shut down, otherwise the files may be corrupted.
DHCP timeout	DHCP server did not respond.	<ul style="list-style-type: none"> • Network is busy: The errors should resolve themselves when the network load reduces. • No network connectivity between the DHCP server and the phone: Verify the network connections. • DHCP server is down: Check the DHCP server configuration. • Errors persist: Consider assigning a static IP address.
DNS timeout	DNS server did not respond.	<ul style="list-style-type: none"> • Network is busy: The errors should resolve themselves when the network load reduces. • No network connectivity between the DNS server and the phone: Verify the network connections. • DNS server is down: Check the DNS server configuration.
DNS unknown host	DNS could not resolve the name of the TFTP server or Cisco Unified Communications Manager.	<ul style="list-style-type: none"> • Verify that the host names of the TFTP server or Cisco Unified Communications Manager are configured properly in DNS. • Consider using IP addresses rather than host names.
Duplicate IP	Another device is using the IP address assigned to the phone.	<ul style="list-style-type: none"> • If the phone has a static IP address, verify that you have not assigned a duplicate IP address. • If you are using DHCP, check the DHCP server configuration.

Message	Description	Possible Explanation and Action
Error update locale	One or more localization files could not be found in the TFTPPath directory or were not valid. The locale was not changed.	From Cisco Unified Operating System Administration, check that the following files are located within subdirectories in the TFTP File Management: <ul style="list-style-type: none"> • Located in subdirectory with the same name as network locale: <ul style="list-style-type: none"> • tones.xml • Located in subdirectory with the same name as user locale: <ul style="list-style-type: none"> • glyphs.xml • dictionary.xml • kate.xml
File not found	The phone cannot locate the phone load file specified in the phone configuration file on the TFTP server.	From Cisco Unified Operating System Administration, make sure that the phone load file is on the TFTP server, and that the entry in the configuration file is correct.
IP address released	The phone has been configured to release the IP address.	The phone remains idle until it is power cycled or you reset the DHCP address.
Load ID incorrect	Load ID of the software file is of the wrong type.	Check the load ID assigned to the phone (from Cisco Unified Communications Manager, choose Device > Phone). Verify that the load ID is entered correctly.
Load rejected HC	The application that was downloaded is not compatible with the phone hardware.	Occurs if you were attempting to install a version of software on this phone that did not support hardware changes on this newer phone. Check the load ID assigned to the phone (from Cisco Unified Communications Manager, choose Device > Phone). Re-enter the load displayed on the phone.

Message	Description	Possible Explanation and Action
No default router	The DHCP or static configuration did not specify a default router.	<ul style="list-style-type: none"> • If the phone has a static IP address, verify that the default router has been configured. • If you are using DHCP, the DHCP server may not contain default router. Check the DHCP server configuration.
No DNS server IP	A name was specified but the DHCP or static IP configuration did not specify a DNS server address.	<ul style="list-style-type: none"> • If the phone has a static IP address, verify that the DNS server has been configured. • If you are using DHCP, the DHCP server may not contain a DNS server. Check the DHCP server configuration.
TFTP access error	TFTP server is pointing to a directory that does not exist.	<ul style="list-style-type: none"> • If you are using DHCP, verify that the DHCP server is pointing to the correct TFTP server. • If you are using static IP addresses, check the TFTP server configuration.
TFTP error	The phone does not recognize an error code provided by the TFTP server.	Contact the Cisco TAC.
TFTP file not found	The requested load file (.bin) was not found in the TFTPPath directory.	Check the load ID assigned to the phone. From Cisco Unified Communications Manager, choose Device > Phone . Verify that the TFTPPath directory contains a .bin file with this load ID as the name.

Message	Description	Possible Explanation and Action
TFTP server not authorized	The specified TFTP server could not be found in the phone CTL.	<ul style="list-style-type: none"> The DHCP server has the wrong configuration file for the TFTP server. Update the TFTP server configuration to specify the correct TFTP server. The CTL file was made and then the TFTP server address changed. Regenerate the CTL file. If the phone is using a static IP address, the phone may be configured with the wrong TFTP server address. Enter the correct TFTP server address in the Network Configuration menu on the phone. If the TFTP server address is correct, there may be a problem with the CTL file. Run the CTL client and update the CTL file, making sure that the proper TFTP servers are included in this file.
TFTP timeout	TFTP server did not respond.	<ul style="list-style-type: none"> Network is busy: The errors should resolve themselves when the network load reduces. No network connectivity between the TFTP server and the phone: Verify the network connections. TFTP server is down: Check the TFTP server configuration.
Timed Out	Supplicant attempted 802.1X transaction but timed out to due the absence of an authenticator.	Authentication typically times out if 802.1X is not configured on the switch.
Version error	The name of the phone load file is incorrect.	Make sure that the phone load file has the correct name.
XmlDefault.cnf.xml, or .cnf.xml corresponding to the phone device name	Name of the configuration file.	None. This is an informational message indicating the name of the configuration file for the phone.

Streaming Statistics Area

A Cisco Unified IP Phone can stream information to and from up to three devices simultaneously. A phone streams information when it is on a call or running a service that sends or receives audio or data.

The Streaming Statistics areas on a phone web page provide information about the streams. Cisco Unified IP Phone 6900 Series phones use only Stream 1.

To display a Streaming Statistics area, access the web page for the phone as described in the [Access Web Page for Phone, on page 2](#), and then click the **Stream 1** hyperlink.

The following table describes the items in the Streaming Statistics areas.

Table 6: Streaming Statistics Area Items

Item	Description
Remote Address	IP address and UDP port of the destination of the stream.
Local Address	IP address and UDP port of the phone.
Start Time	Internal time stamp indicating when Cisco Unified Communications Manager requested that the phone start transmitting packets.
Stream Status	Indication of whether streaming is active or not.
Host Name	Unique, fixed name that is automatically assigned to the phone based on the MAC address.
Sender Packets	Total number of RTP data packets transmitted by the phone since starting this connection. The value is 0 if the connection is in receive-only mode.
Sender Octets	Total number of payload octets transmitted in RTP data packets by the phone since starting this connection. Receive-only connections display 0 in the field.
Sender Codec	Type of audio encoding used for the transmitted stream.
Sender Reports Sent	Number of times the RTCP Sender Report have been sent.
Sender Report Time Sent	Internal time stamp of when the last RTCP Sender Report was sent.

Item	Description
Rcvr Lost Packets	Total number of RTP data packets that have been lost since starting receiving data on this connection. Defined as the number of expected packets less the number of packets actually received, where the number of received packets includes any that are late or duplicate. Send-only connections display 0 in the field.
Avg Jitter	Estimate of mean deviation of the RTP data packet interarrival time, measured in milliseconds. Send-only connections display 0 in the field.
Rcvr Codec	Type of audio encoding used for the received stream.
Rcvr Reports Sent	Number of times the RTCP Receiver Reports have been sent.
Rcvr Report Time Sent	Internal time stamp indication when a RTCP Receiver Report was sent.
Rcvr Packets	Total number of RTP data packets received by the phone since starting receiving data on this connection. Includes packets received from different sources if this is a multicast call. Send-only connections display 0 in the field.
Rcvr Octets	Total number of payload octets received in RTP data packets by the device since starting reception on the connection. Includes packets received from different sources if this is a multicast call. Send-only connections display 0 in the field.
Latency	Estimate of the network latency, expressed in milliseconds. Represents a running average of the round-trip delay, measured when RTCP receiver report blocks are received.
Max Jitter	Maximum value of instantaneous jitter, in milliseconds.
Sender Size	RTP packet size, in milliseconds, for the transmitted stream.
Sender Reports Received	Number of times RTCP Sender Reports have been received.
Sender Report Time Received	Last time at which an RTCP Sender Report was received.
Rcvr Size	RTP packet size, in milliseconds, for the received stream.

Item	Description
Rcvr Discarded	RTP packets received from network but discarded from jitter buffers.
Rcvr Reports Received	Number of times RTCP Receiver Reports have been received.
Rcvr Report Time Received	Last time at which an RTCP Receiver Report was received.



Note When the RTP Control Protocol is disabled, no data generates for this field and thus displays as 0.

Related Topics

[Cisco Unified IP Phone Settings](#)

